

# Hotel Task Collaboration Software, RUMY Guide

PART 2

'RUMY' Issue/Room/User/Note



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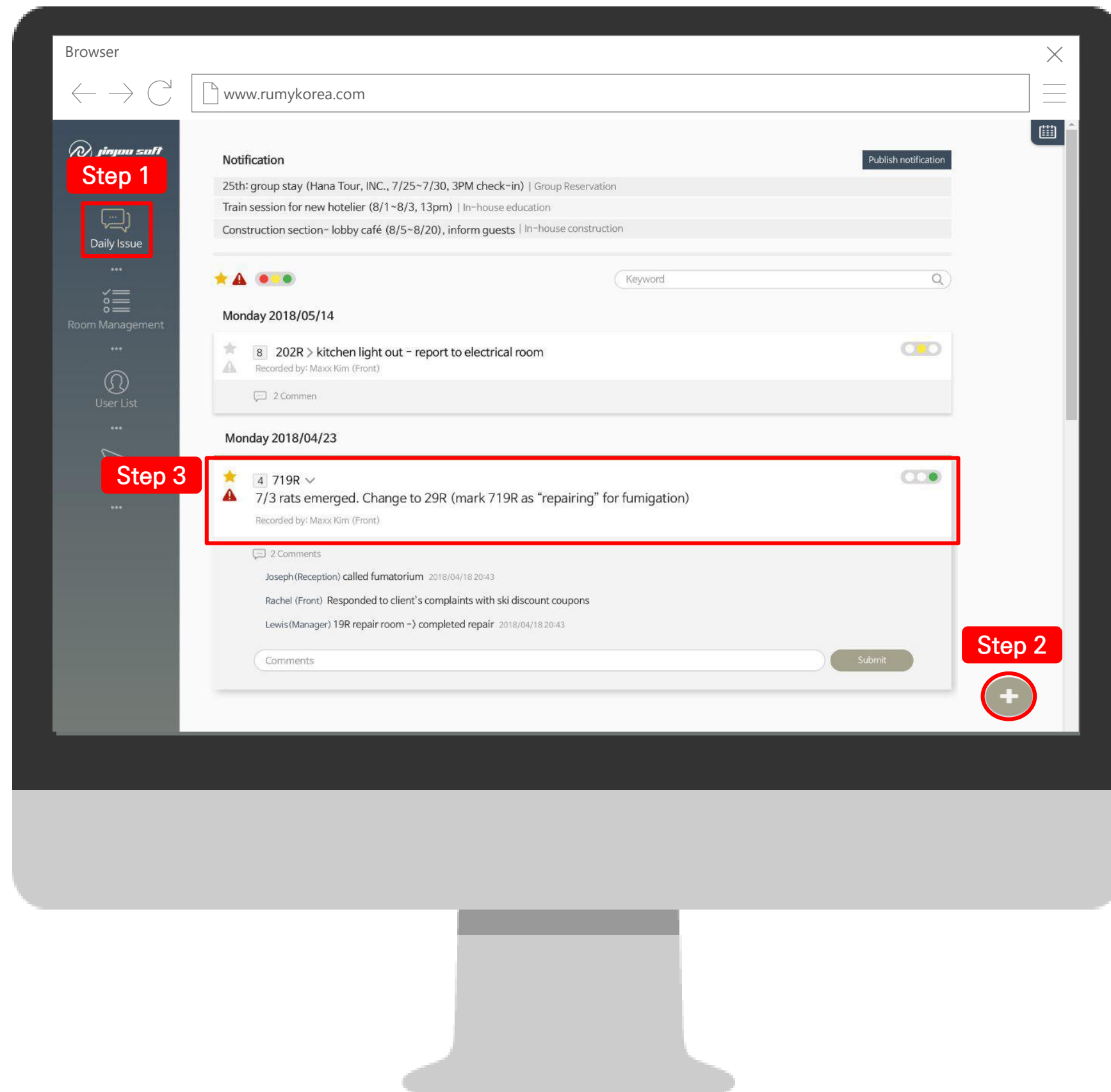
RUMY records more than a stay.

# 01 Customer Service

- 1) Complain management
- 2) Room management

# 1) Complain management (1/2) “719R rats found”

When customer files a complaint, resolve issues rapidly and accurately by using RUMY

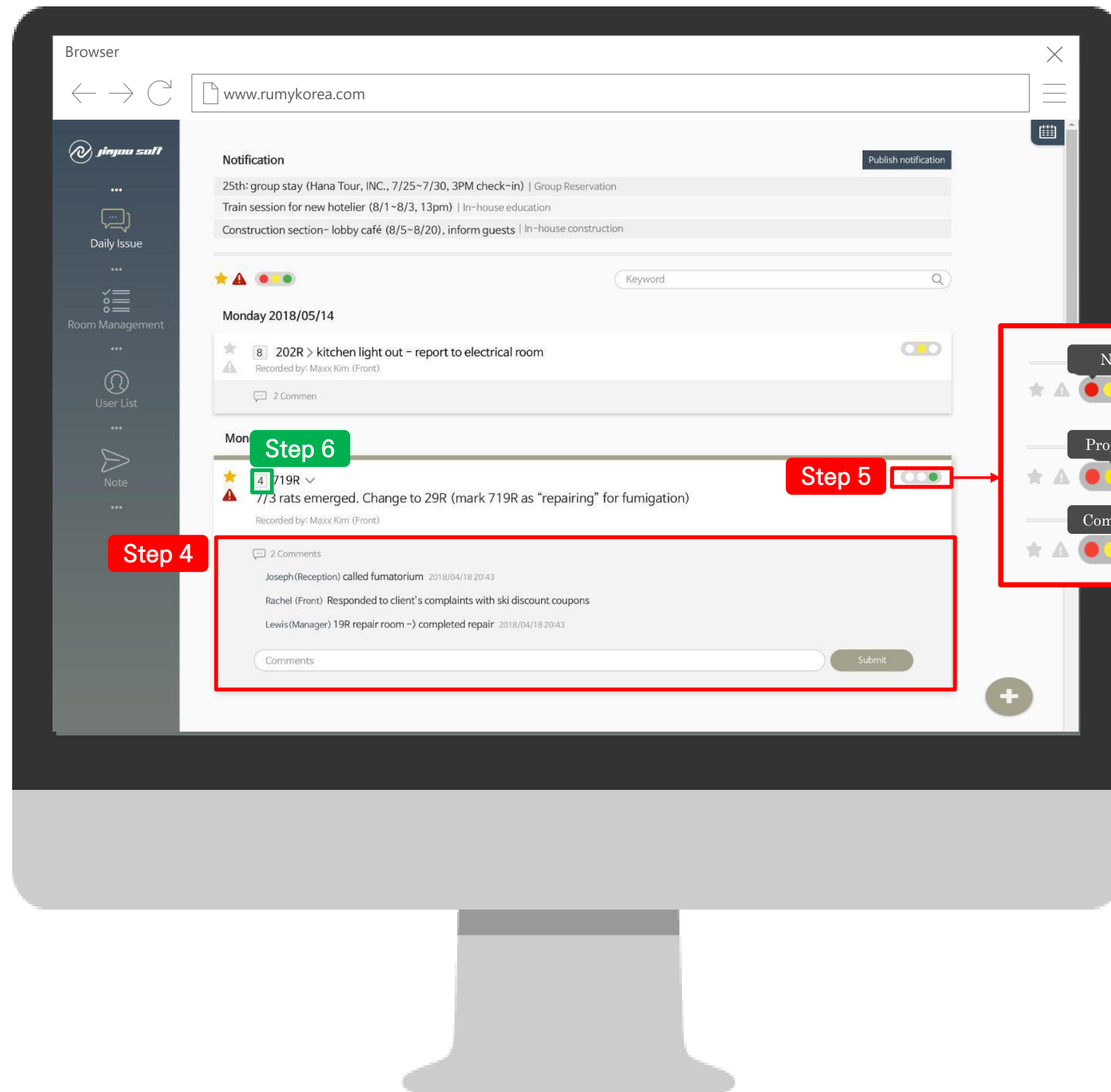


## Description

- 1 Click on [Issue] tap
- 2 Click on the log writing function
- 3 Write a new log

# 1) Complain management (2/2)

Each hotel staffs solve the issue based on their duty and report the process on the comment.

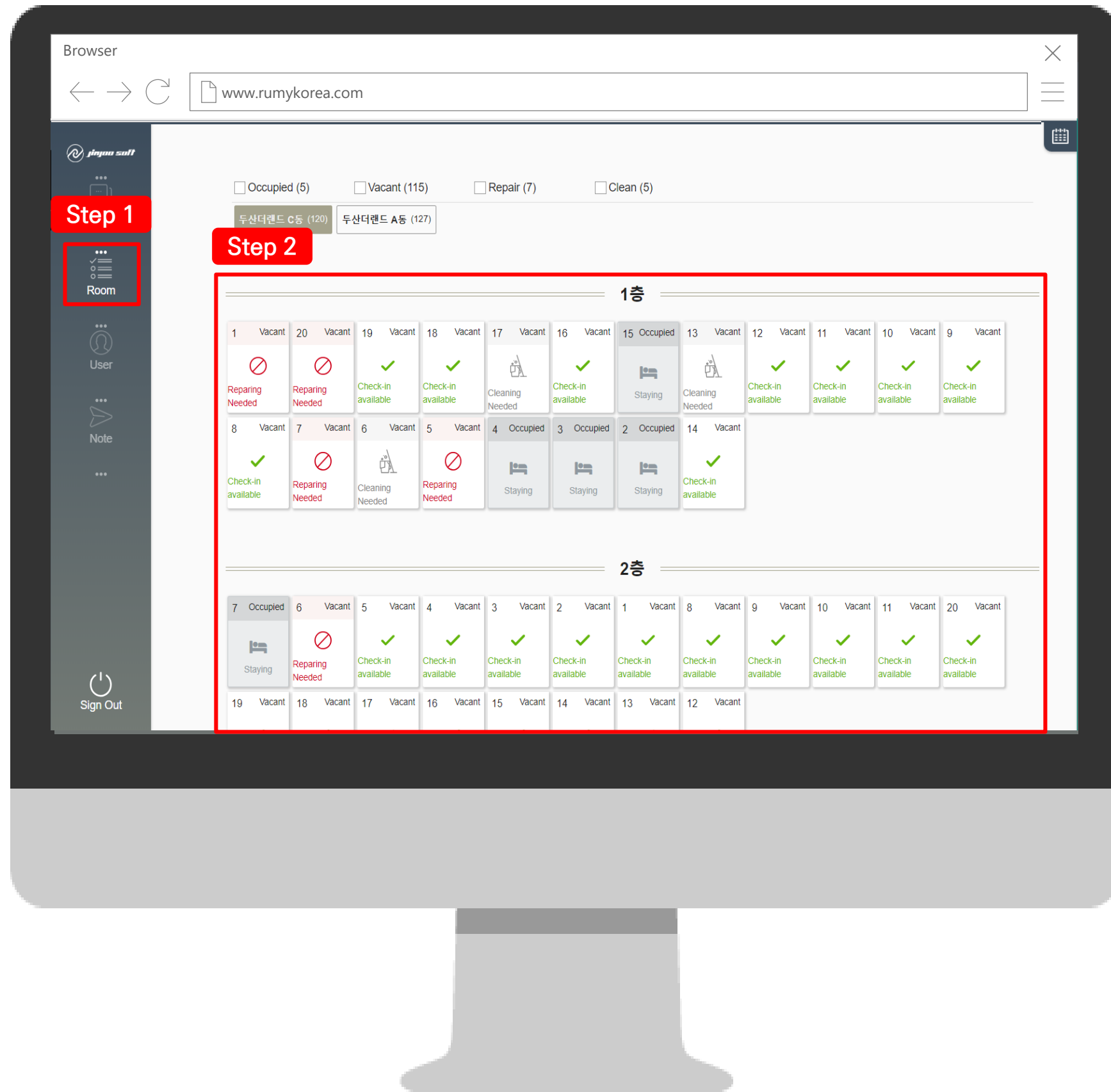


## Description

- 4 Monitor the progress in real-time via comments
- 5 Change the issue status
- 6 Manager-Admin use only
- 6 View which staff has checked the issue

# 2) Room management (1/2)

Provide the best hotel service to guests by immediately seeing every room's status at a glance

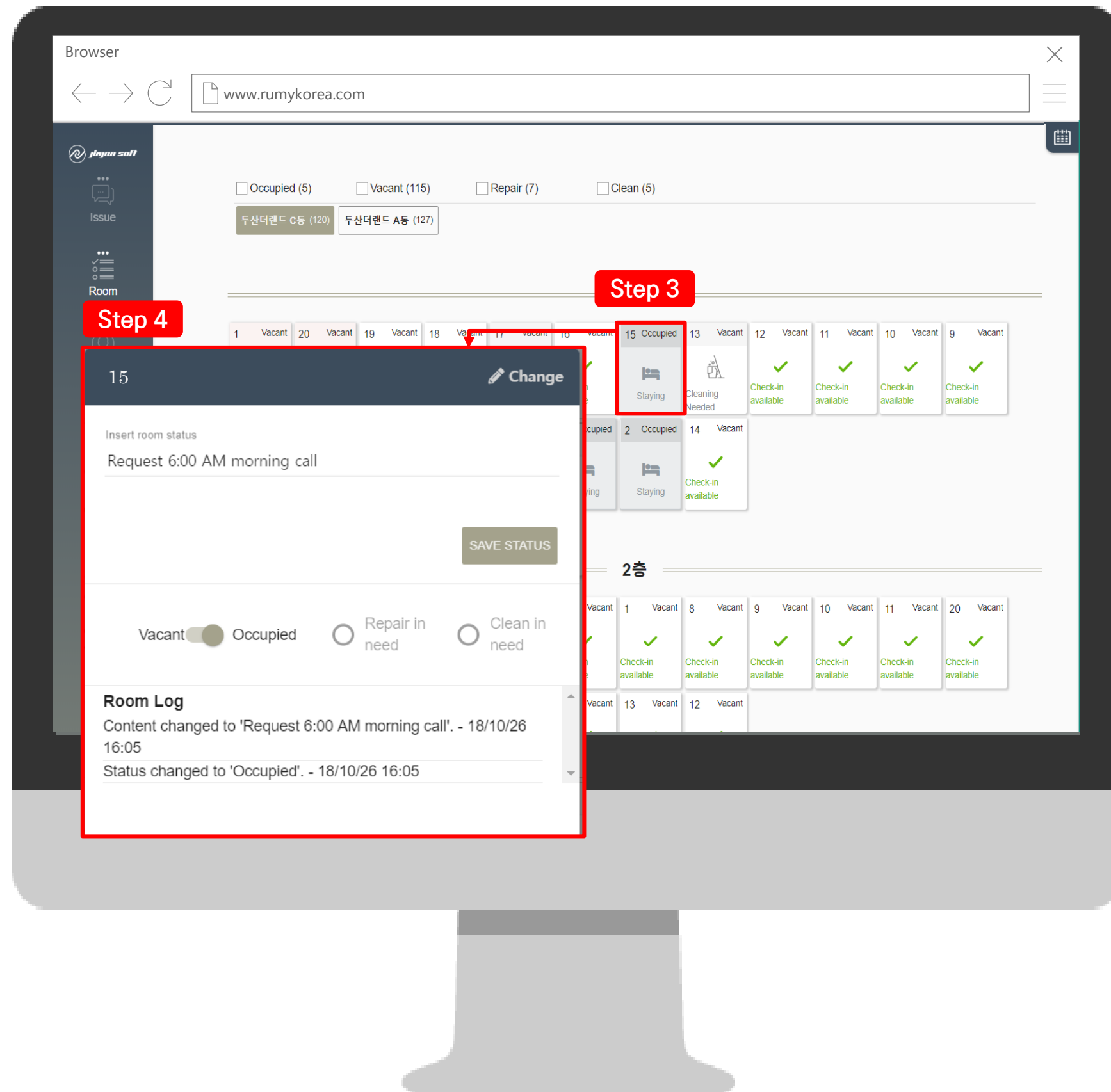


Description

- 1 Click on [Room] tap
- 2 Sell the [check-in available] room to visiting guests

## 2) Room management (2/2)

Record guest's requests and change the room status to share with other hotel staffs



### Description

- 3 First click the vacant room, then change the status to [occupied]
- 4 Record/check the room status with comments

02

# Notification:

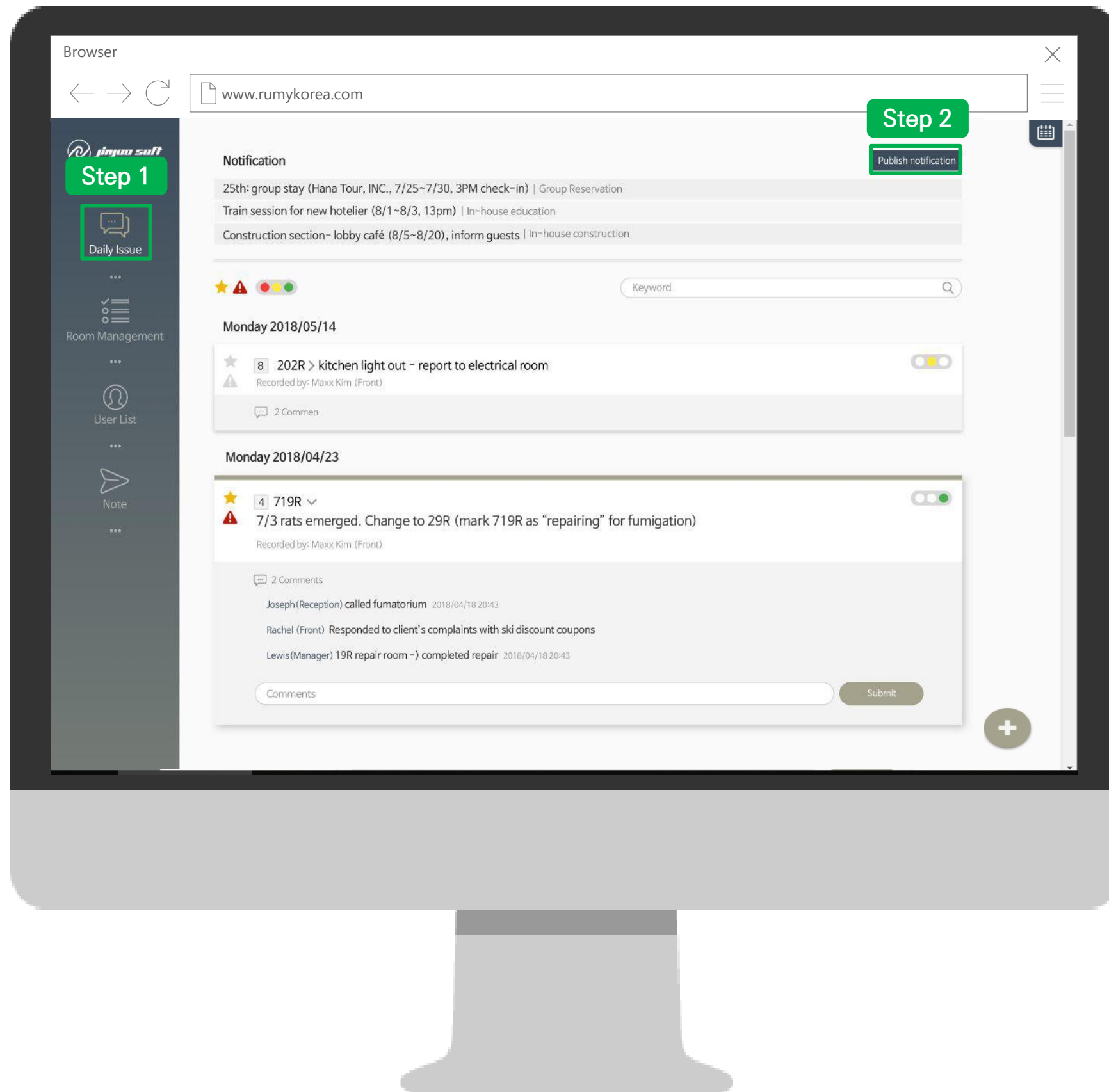
Manager-Admin use only

- 1) Notification




# 1) Notification

Only managers and admins are authorized to use the function.



## Description

-  Manager-Admin use only
- 1 Click on [Issue] tap
- 2 Click on [Publish Notification] to record any news from the hotel

03

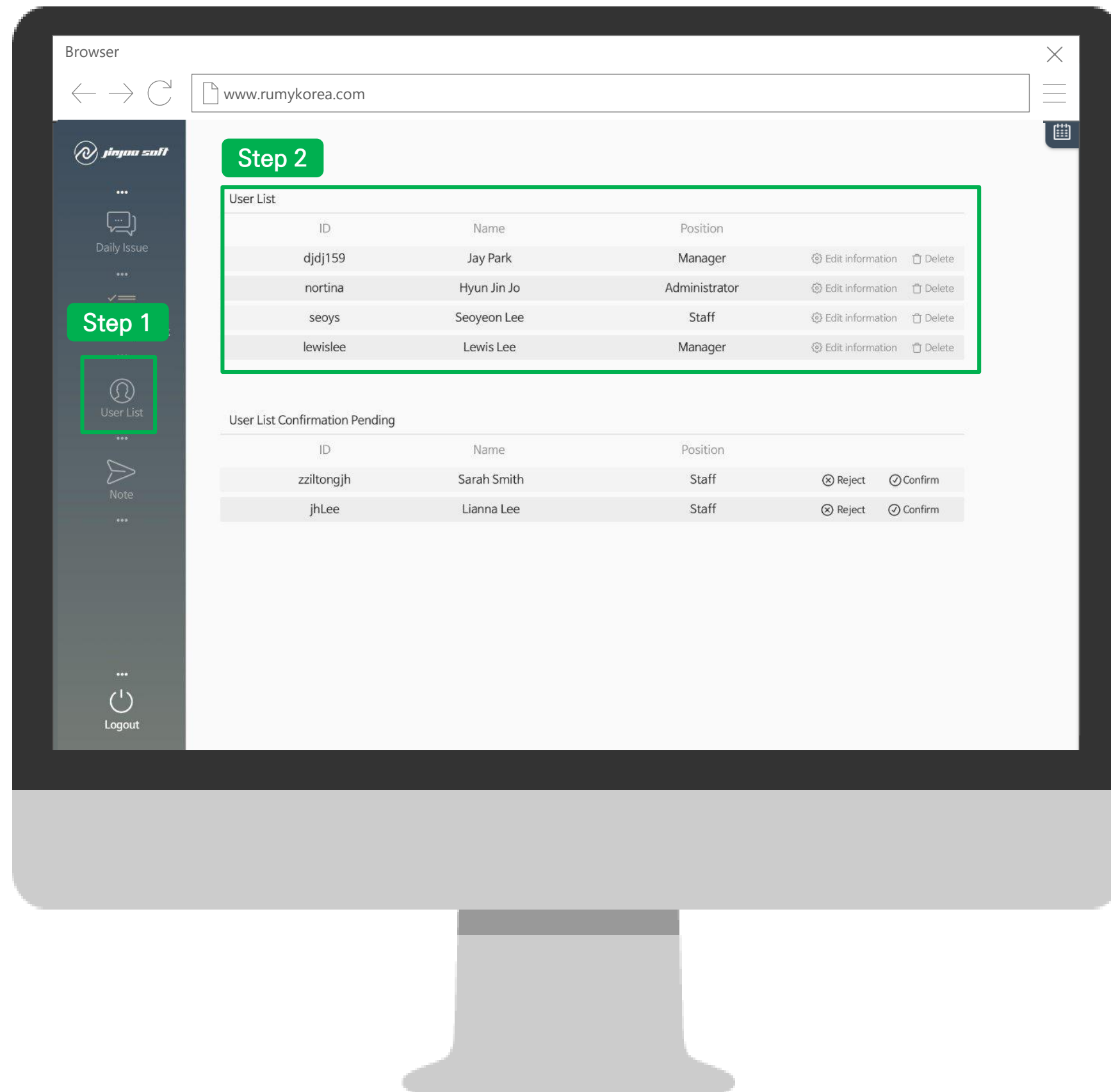
# Staff Management:

Admin use only

- 1) Manage [User List]
- 2) Admin's confirmation

# 1) Manage [User List]

Only admins are authorized to use the function.



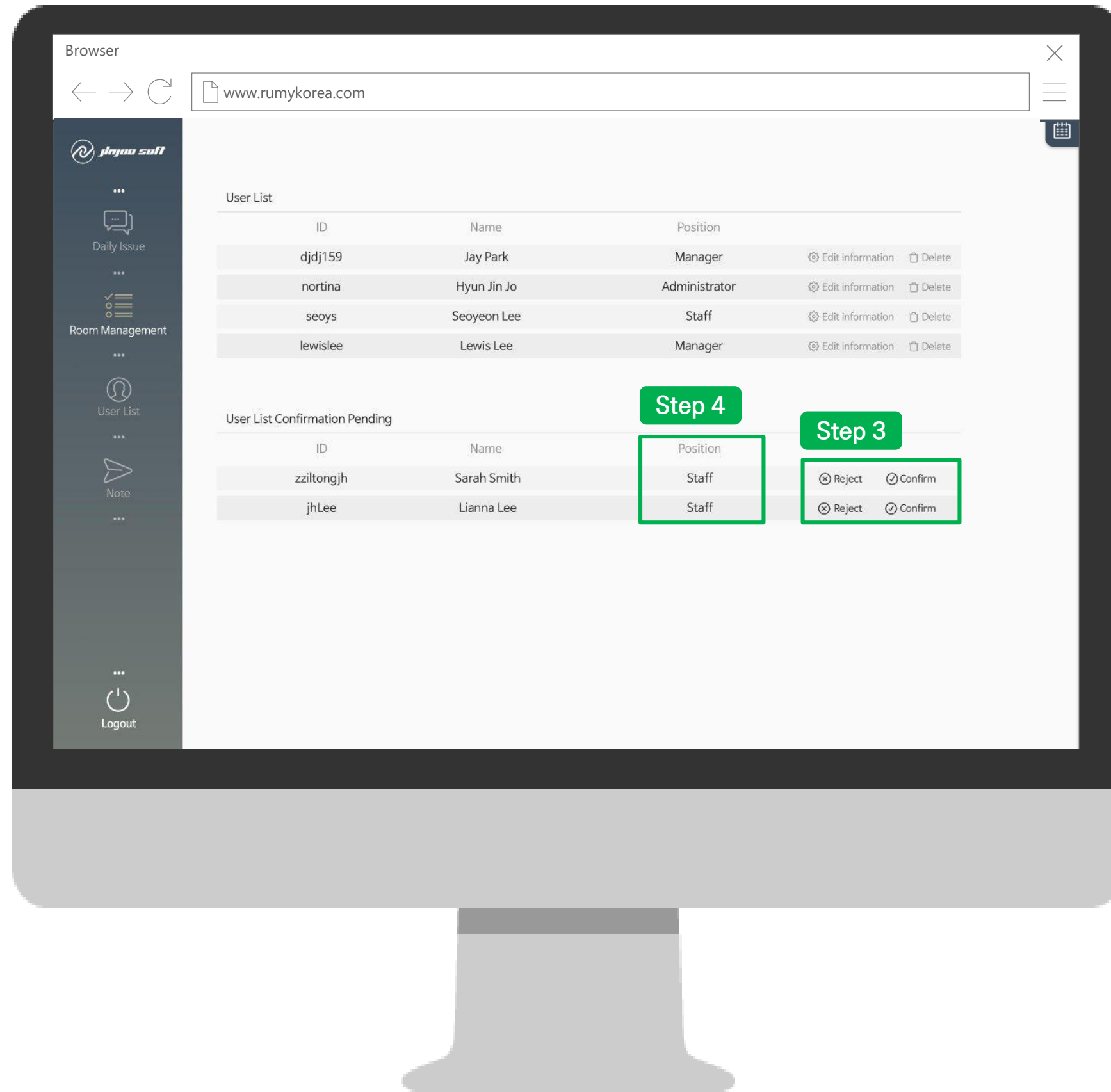
## Description

- Admin use only
- 1 Click on [User] tap
- 2 Change/Remove user's(hotel staff) information

## 2) Admin's confirmation

Admins can confirm or reject new users (hotel staffs).

(Please refer to the [RUMY Guide: part 1] for new membership join guide)



### Description

- Admin use only
- 3 Confirm or reject confirmation requests
- 4 You can select positions among [Admin], [Manager], or [Staff].



Thank you for using our service, hotel task collaboration software, RUMY.

For inquiries:

+82-2-3662-1020 / 10:00 ~ 18:00